



6-705

3623

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Herbert et al.

Serial Number: 09/776,610

Filing Date: February 15, 2001

Art Unit: 3623

Examiner: Jonathan G. Sterrett

For: **METHOD AND SYSTEM FOR  
PROVIDING PERFORMANCE  
STATISTICS TO AGENTS**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**EXPRESS MAIL LABEL ED 329832595 US**

**RESPONSE TO FIRST OFFICE ACTION**

This paper is submitted in response to the First Office Action mailed December 6, 2005.

Please amend the application as follows:

**IN THE CLAIMS**

Please cancel claims 1-6, 8-11, 23-41 and 46-65 without prejudice. Please amend claims 12-22 and 66 as set forth below. Please add new claims 68-88 as set forth below. A complete copy of all claims and their current status follows begins on the next page of this response.